

## **JOB DESCRIPTION**

1. **POST:** DIGITAL INCLUSION ASSISTANT
2. **GRADE AND SALARY:** EVH GRADE 6  
17.5 HOURS PER WEEK
3. **RESPONSIBLE TO:** COMMUNITY INITIATIVES MANAGER
4. **REPORTING TO:** COMMUNITY INITIATIVES MANAGER
5. **RESPONSIBLE FOR THE FOLLOWING STAFF:** NONE AT PRESENT. ANY STAFF IN FUTURE WHO FALL WITHIN THE POST'S RESPONSIBILITY.
6. **GENERAL AIMS AND JOB PURPOSE**
  - (i) To provide IT support to vulnerable and disadvantaged tenants in order to improve their financial circumstances through access to online services.
  - (ii) To help Glen Oaks tenants to build their capacity by making best use of access to computers and the internet.
  - (ii) To ensure that the specific job requirements as detailed in the job description are carried out to the highest possible standards at all times.
7. **SPECIFIC TASKS**
  - (i) To work with a range of people to provide informal IT-based education in the Association's IT suite.
  - (ii) To tailor support and flexible learning to meet the needs and aspirations of different local people and groups. Most of the training will be targeted at people with limited IT skills and limited access to the internet.
  - (iii) To ensure that all IT equipment and material is properly maintained, used and supervised.
  - (iv) To plan and organise information sessions / workshops in order to promote the importance and value of internet access to our customers.

- (v) To develop and deliver basic IT training courses that will cover: introduction to computers, search engines, keeping personal details safe, accessing the internet, surfing the web, searching for jobs, accessing the new welfare system, opening and managing an email account.
- (vi) To assist tenants with Universal Credit applications & similar welfare and energy applications.
- (vii) To assist tenants to compose CVs, carry out job searches and complete job and college applications.
- (viii) To promote the IT service to tenants across our areas using traditional and digital channels.
- (ix) To contribute to the Association's IT strategy.
- (x) To encourage tenants to use the Association's portal and become more digitally aware.
- (xi) To administer the digital "lending library" of tablets and / or laptops.
- (xii) To signpost people to other local services and resources to help them access other opportunities.
- (xiii) To market the provision of IT training to the wider community through personal visits, local networking, presentations, information leaflets etc.
- (xiv) To recruit and train volunteers who can provide support for older people in their local areas.
- (xv) To design and produce marketing materials & literature such as web pages, facebook articles, adverts, brochures, leaflets, presentations and press releases.
- (xvi) To upload material to the website, social media profiles and other communication channels.
- (xvii) To monitor the performance of the project through effective record keeping, information gathering and report writing in line with the Association's own systems and procedures.
- (xviii) To establish and maintain effective working relationships with local agencies and groups such as the Arden Tenants Association, Darnley Community Centre etc.
- (xix) To attend relevant training to ensure professional development of existing skills and knowledge.
- (xx) To contribute to the overall aims of Glen Oaks Housing Association by attending staff meetings and any other meetings as required.

## 9. **OTHER**

- (i) To implement the Association's Equality & Diversity Policy as necessary.
- (ii) To attend meetings and carry out other work as required outwith normal working hours, where relevant as instructed by the Community Initiatives Manager.
- (iii) To carry out any other relevant duties at the request of the Community Initiatives Manager, members of the Corporate Management Team or the Board.
- (iv) This job description is a general guide to the tasks to be fulfilled, however it should be noted that the employee requires to agree work priorities and tasks to be completed on a regular basis with their line manager. This will enable the employee's department and the organisation as a whole to fulfil its objectives.